



اَللّٰهُمَّ صَلِّ وَسَلِّمْ عَلٰى
UNIVERSITI
TEKNOLOGI
MARA

**“EFFECTIVENESS OF TRAINING, WHAT ARE
THE DIMENSIONS INVOLVED.
CASE STUDY IN PUSAT PEMBELAJARAN
BANK SIMPANAN NASIONAL”**

**KHAIRIYAH BT KAMAL
2008280258**

**BACHELOR OF BUSINESS ADMINISTRATION
(HONS)
HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MALACCA CITY CAMPUS**

NOVEMBER 2010

**“EFFECTIVENESS OF TRAINING, WHAT ARE
THE DIMENSIONS INVOLVED.
CASE STUDY IN PUSAT PEMBELAJARAN
BANK SIMPANAN NASIONAL”**

**KHAIRIYAH BT KAMAL
2008280258**

**Submitted in Partial Fulfillment
of the Requirement for the
BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE MANAGEMENT**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MALACCA CITY CAMPUS**

NOVEMBER 2010



BACHELOR OF BUSINESS ADMINISTRATION (HONS)
HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MALACCA CITY CAMPUS

“DECLARATION OF ORIGINAL WORK”

I, Khairiyah bt Kamal, (I/C Number: 870819-05-5480)

Hereby declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees
- This paper is a result of my independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: 19th November 2010



LETTER OF SUBMISSION

19th November 2010

The Head of Program
Bachelor of Business Administration (Hons)
Human Resource Management
Faculty of Business Management
Universiti Teknologi MARA
75300 Off Jalan Hang Tuah
MELAKA

Dear Sir,

SUBMISSION OF PROJECT PAPER (HRM)

Attached is the project paper titled "EFFECTIVENESS OF TRAINING, WHAT ARE THE DIMENSIONS INVOLVED. CASE STUDY IN PUSAT PEMBELAJARAN BANK SIMPANAN NASIONAL" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

KHAIRIYAH BT KAMAL
2008280258
Bachelor of Business Administration (Hons)
Human Resource Management

ABSTRACT

Khairiyah Bt Kamal (2008280258)

En. Nurazree Bin Mahmud

Effectiveness of training, what are the dimensions involved.
Case study in Pusat Pembelajaran Bank Simpanan Nasional

In this project paper, the aim of this research is to study what are the dimensions involved to the effectiveness of training program in Pusat Pembelajaran Bank Simpanan Nasional (PPBSN). This study involved staffs of Bank Simpanan Nasional who attended training program in Pusat Pembelajaran Bank Simpanan Nasional (PPBSN). This research only focused those were involved in Customer Service and Change Mind Set Training program in September and October as a respondent. Four factors have been used to determine the effectiveness of training program in PPBSN which were the quality of trainers, organizational support, strategic training program and employee's self-efficacy. This research also try to figure out if there was any differences between demographic profile and the effectiveness of training program which were employee's working experiences and academic qualification.

From the result, it was found that, all the variables which were quality of trainers, organizational support, strategic training program and employee's self-efficacy have a significance relationship with the effectiveness of training in PPBSN. But, the demographic profile (employee's working experiences and academic qualification) does not have any relationship that may contribute to the effectiveness of training program in PPBSN. However, from these four variables, only three variables were the most influences factors to the effectiveness of training program which were the quality of trainers, strategic training program and employee's self-efficacy. Employee's self-efficacy was the highest value compared to quality of trainers and strategic training program meanwhile organizational support has been excluded as the most influences factors to the effectiveness of training program in PPBSN. Recommendations for future research were discussed.

Keywords: training, quality of trainers, organizational support, strategic training program, employee's self-efficacy

Paper type: Research paper